



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Gilbert Wolrich et al.  
Serial No. : 10/020,815  
Filed : December 12, 2001  
Title : QUEUE MANAGEMENT

Art Unit : 2171  
Examiner : Etienne Pierre LeRoux

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

PRELIMINARY AMENDMENT

Prior to examination, please amend the application as indicated on the following pages.

CERTIFICATE OF MAILING BY FIRST CLASS MAIL

I hereby certify under 37 CFR §1.8(a) that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage on the date indicated below and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

June 1, 2005

Date of Deposit

Cassie Chandler

Signature

Cassie Chandler

Typed or Printed Name of Person Signing Certificate